

East Gippsland Shire Council

Service Centre & Library Data

January-December 2023

CUSTOMER EXPERIENCE AND LIBRARIES

Bairnsdale Library

January-March 2023

Door Count

41,076



(2022: 19,441)

January: 15,001 February: 12,575 March: 13,500

Customer Interactions

Busiest Day



Quietest Day



Times of Day



Library

	2023	2022
Enquiries	3,445	2,133
Loans	26,174	27,738
New members	228	224
Program attendance	782	784
Computer bookings	3,754	908

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

28,627*

(2022: 27,704)

April: 9,542* May: 9,542* June: 9,543*

Due to a faulty door counter, estimate can only be provided.

Customer Interactions

Busiest Day



Quietest Day



Times of Day



Library

	2023	2022
Enquiries	3,627	2,770
Loans	22,121	26,612
New members	211	214
Program attendance	1,614	1,231
Computer bookings	1,879	1,338

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

38,989*

(2022: 33,347)

July: 13,767* August: 14,972* September: 10,260

Due to a faulty door counter, estimate can only be provided.

September - new counter with improved functionality.

Customer Interactions

Busiest Day



Quietest Day



Times of Day



Library

	2023	2022
Enquiries	3,921	3,246
Loans	29,587	24,624
New members	213	251
Program attendance	1,329	1,359
Computer bookings	1,946	1,721

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

29,269

(2022: 30,962)

October: 10,891 November: 10,579 December: 7,799

Customer Interactions

Busiest Day



Quietest Day



Times of Day



Library

	2023	2022
Enquiries	4,042	3,175
Loans	27,750	28,630
New members	190	180
Program attendance	1,113	1,110
Computer bookings	1,740	1,593

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES

Corporate Centre

January-March 2023

Door Count

4,298



(2022: 3,680)

January: 1,069 February: 1,666 March: 1,563

Customer Interactions

Busiest Day



Quietest Day



Times of Day



April-June 2023

Door Count

3,759



(2022: 3,605)

April: 1,116 May: 1,488 June: 1,155

Customer Interactions

Busiest Day



Quietest Day



Times of Day



July-September 2023

Door Count

3,704

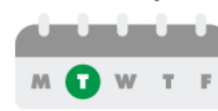


(2023: 3,708)

July: 1,030 August: 951 September: 1,723

Customer Interactions

Busiest Day



Quietest Day



Times of Day



October-December 2023

Door Count

3,589



(2022: 3,226)

October: 1,217 November: 1,392 December: 980

Customer Interactions

Busiest Day



Quietest Day



Times of Day



CUSTOMER EXPERIENCE AND LIBRARIES

Lakes Entrance

January-March 2023

Door Count

9,125



(2022: 7,905)

January: 3,382 February: 2,785 March: 2,958

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,941	804
Loans	9,546	8,283
New members	76	53
Program attendance	219	217
Computer bookings	1,607	490

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

9,269



(2022: 9,074)

April: 2,430 May: 3,377 June: 3,462

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,582	1,663
Loans	7,604	8,150
New members	74	77
Program attendance	480	543
Computer bookings	775	659

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

11,708



(2022: 9,788)

July: 3,623 August: 3,522 September: 4,563

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,552	1,315
Loans	9,552	8,550
New members	69	97
Program attendance	379	586
Computer bookings	820	830

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

9,934



(2022: 9,183)

October: 3,661 November: 3,419 December: 2,854

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,059	1,120
Loans	9,735	7,232
New members	63	61
Program attendance	361	441
Computer bookings	759	761

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES

Mallacoota

January-March 2023

Door Count

6,365



(2022: 2,374)

January: 2,541 February: 2,103 March: 1,721

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	433	239
Loans	1,281	1,703
New members	19	16
Program attendance	71	21
Computer bookings	232	77

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

2,758



(2022: 4,358)

April: 827 May: 1,048 June: 883

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	227	319
Loans	1,034	1,404
New members	11	12
Program attendance	0	139
Computer bookings	37	60

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

1,941



(2022: 3,760)

July: 714 August: 680 September: 547

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	270	338
Loans	732	1,411
New members	8	11
Program attendance	19	55
Computer bookings	54	45

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

1,612



(2022: 2,570)

October: 557 November: 516 December: 539

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	25	330
Loans	1,047	1,122
New members	25	22
Program attendance	274	134
Computer bookings	40	44

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES



January-March 2023

Door Count

3,931



(2022: 2,713)

January: 1,351 February: 1,097 March: 1,483

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	146	212
Loans	502	703
New members	7	1
Program attendance	15	15
Computer bookings	63	38

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

2,660



(2022: 2,548)

April: 1,042 May: 926 June: 692

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	144	387
Loans	510	622
New members	10	5
Program attendance	295	43
Computer bookings	27	35

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

1,947



(2022: 2,827)

July: 669 August: 625 September: 653

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	98	286
Loans	522	748
New members	11	4
Program attendance	255	137
Computer bookings	27	47

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

2,176



(2022: 2,852)

October: 683 November: 851 December: 642

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	25	153
Loans	509	718
New members	9	3
Program attendance	275	248
Computer bookings	34	37

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES

Orbost

January-March 2023

Door Count

4,713

(2022: 4,546)

January: 1,585 February: 1,440 March: 1,688

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,321	904
Loans	3,652	3,442
New members	34	22
Program attendance	203	199
Computer bookings	738	173

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

5,474

(2022: 4,982)

April: 1,214 May: 2,173 June: 2,087

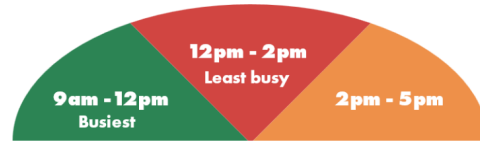
Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	768	1375
Loans	3,906	3,924
New members	16	22
Program attendance	203	153
Computer bookings	273	244

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

6,472

(2022: 5,110)

July: 2,246 August: 2,119 September: 2,107

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,021	1,401
Loans	3,267	4,524
New members	22	48
Program attendance	301	232
Computer bookings	395	312

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

5,579

(2022: 5,117)

October: 2,088 November: 2,037 December: 1,454

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	890	1,187
Loans	3,386	3,512
New members	22	28
Program attendance	217	182
Computer bookings	321	279

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES

Paynesville

January-March 2023

Door Count

4,248



(2022: 5,293)

January: 1,625 February: 1,193 March: 1,430

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,935	798
Loans	4,570	5,309
New members	41	30
Program attendance	285	284
Computer bookings	543	177

Figures highlighted green or red indicate a >10% variance.

April-June 2023

Door Count

4,465



(2022: 4,920)

April: 1,100 May: 1,779 June: 1,586

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries:	1,250	935
Loans	4,070	4,639
New members	41	32
Program attendance	804	351
Computer bookings	228	225

Figures highlighted green or red indicate a >10% variance.

July-September 2023

Door Count

5,507



(2022: 5,370)

July: 1,585 August: 1,820 September: 2,099

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries:	1,503	1,148
Loans	3,807	5,293
New members	44	37
Program attendance	640	477
Computer bookings	293	275

Figures highlighted green or red indicate a >10% variance.

October-December 2023

Door Count

5,148



(2022: 4,651)

October: 1,840 November: 1,834 December: 1,474

Customer Interactions

Busiest Day

Quietest Day



Times of Day



Library

	2023	2022
Enquiries	1,592	1,030
Loans	3,521	4,186
New members	17	22
Program attendance	577	441
Computer bookings	236	231

Figures highlighted green or red indicate a >10% variance.

CUSTOMER EXPERIENCE AND LIBRARIES

Mobile Service

January-March 2023

Door Count

726

(2022: 631)

1 service operating.



Library

	2023	2022
Loans	1,436	631
New members	52	4

April-June 2023

Door Count

1,004

(2022: 853 - 1 service)



East Service: 409

April: N/A
May: 393
June: 192

West Service: 419

April: N/A
May: 399
June: 20

Library

	2023
Loans - East	389
Loans - West	965
New members - East	13
New members - West	8

July-September 2023

Door Count

1,201

(2022: 731 - 1 service)



East Service: 409

July: 115
August: 137
September: 157

West Service: 792

July: 343
August: 334
September: 115

Library

	2023
Loans - East	938
Loans - West	1,707
New members - East	16
New members - West	54

October-December 2023

Door Count

1,024

(2022: 703 - 1 service)



East Service: 379

October: 189
November: 154
December: 36

West Service: 645

October: 259
November: 313
December: 73

Library

	2023
Loans - East	551
Loans - West	1,595
New members - East	3
New members - West	7